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CHAPTER II

GENERAL DESCRIPTION

A. Hotel's Profile

1. History

Megara Hotel by Azana is a three-star business hotel located in the Malay heritage town of Pekanbaru (Riau), Sumatra island. This hotel offers maximum service so that guests both inside and outside the region and abroad can provide memorable moments so that guests can come back to visit Megara Hotel again. Not only offered services but also gave an affordable price to guests who want to stay in this hotel. "Always Smart Always Megara" is the slogan of Megara Hotel. This slogan has a smart meaning in serving guests, wanting to remember that the hotel is good and satisfactory in the service that is Megara hotel.



Figure 2.1

Megara Hotel by Azana Pekanbaru

The name Megara (Mega Dirgantara) is taken from the name of the first owner who founded this hotel. The first owner of this hotel has a background as a respected family in Pekanbaru and decided to set up this hotel in the 80s. The management of this hotel

went well for over 10 years. Some changes also happen such as rooms and lobby. But in the late 90s, the hotel was in trouble until the hotel was finally closed. The hotel has been operating for several years.

There was an ownership loan in 2008. Hotel Megara is sold to Mr. Chandra (the current owner of the hotel). To suit the times, the hotel is undergoing renovations on its building. The change occurred in the growing number of rooms and into five floors, the décor and design areas modern. There are also developments in the hotel facilities that are more complete such as meeting rooms, gyms, swimming pools and restaurants. This development and renovation were also supported by Mr. Chandra's partner (president director) namely Mr. Diyanto and Mr. Awi (director).

The name Megara hotel is also complete with by Azana has more than 30 years of experience in the hotel & restaurant industry in Indonesia, Singapore, Hong Kong and The Netherlands. In Indonesia, there are already more than 50 hotels under subordinate by Azana Hotel Management. Azana is a Chain that supports the establishment of a program, SOP (Standard operating procedure) so that the service of this three-star hotel can be managed professionally by Megara Hotel by Azana and has a vision and mission. Azana vision is to be the stars of the industry, exceptional and personalized service, exceed expectations and inspired a connection to our costumer with the experience. Azana Hotel Management as the leader for a management consultant in the hotel and restaurant industry, the choice of the franchisee, owners, employee and profitable company for its shareholders. Develop and promote the region potentially all over the country. The mission is to work with passion and sincerity, the exceptional hotel management consultant who creates value in every aspect for our investors and management, inspire moments of optimism and happiness, differentiate the products amongst others. Recruit and develop the best talents to maximize profit and return capital.



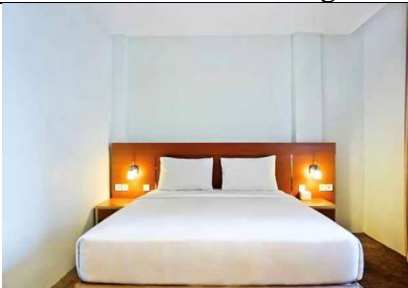
The hotel has a very strategic location which is on Ahmad Yani Street in front of Gapura KH Ahmad Dahlan which is famous for its entertainment and business district. It is easy for guests to find a variety of shophouses that provide food, an Amusement Center, an office to take care of securities such as passports and Offices for daily

business activities. This hotel can also be an option for guests who want to visit the hospital because the hotel is very close to the hospital.

2. Facilities

Table 2.1

Rooms in Megara Hotel by Azana Pekanbaru

No.	Room Type	Description
1.	 <p>Figure 2.2 Business Single</p>	<ul style="list-style-type: none"> a. The room size : 15.0 m² b. Benefit : Single bed, WIFI, AC, TV, Table, Cupboard, Toiletries and Safe deposit box c. Room Rate Range : 189.000,-/night d. Capacity : 1 person
2.	 <p>Figure 2.3 Business Double/Single</p>	<ul style="list-style-type: none"> a. The room size : 17.0 m² b. Benefit : Single bed, WIFI, AC, TV, Table, Cupboard, Toiletries and Safe deposit box c. Room Rate Range : 220.000,-/night d. Capacity : 2 person
3.	 <p>Figure 2.4 Superior Double/Twin</p>	<ul style="list-style-type: none"> a. The room size : 25.0 m² b. Benefit : Single bed, WIFI, AC, TV, Table, Cupboard, Toiletries and Safe deposit box c. Room Rate Range : 250.000,- /night d. Capacity : 2 person









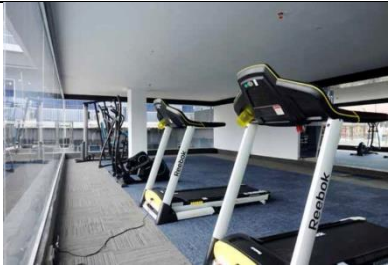



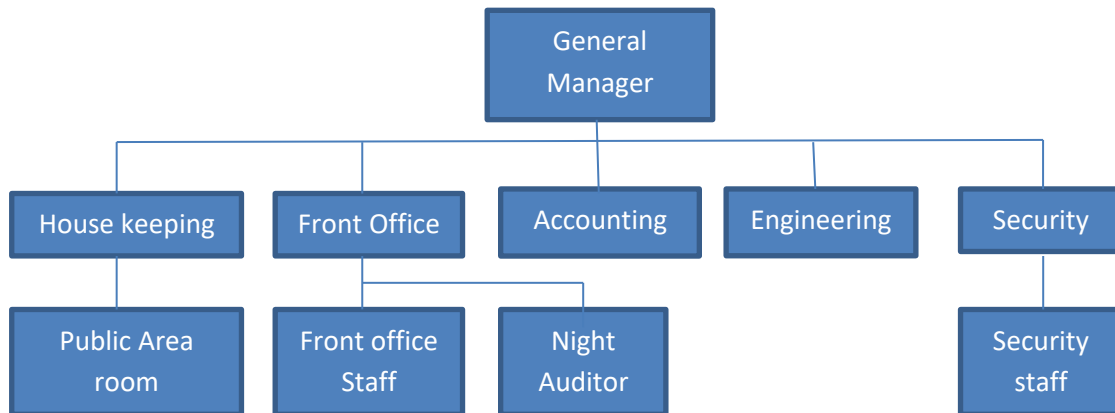
4.	 <p>Figure 2.5 Deluxe Double/Twin</p>	<p>a. The room size : 28.0 m2 b. Benefit : Single bed, WIFI, AC, TV, Table, Cupboard, Toiletries and Safe deposit box c. Room Rate Range : 428.000,- /night d. Capacity : 2 person</p>
5.	 <p>Figure 2.6 Executive Family</p>	<p>a. The room size : 31.0 m2 b. Benefit : Single bed, WIFI, AC, TV, Table, Cupboard, Toiletries and Safe deposit box c. Room Rate Range : 628.000,- /night d. Capacity : 3 person</p>
6.	 <p>Figure 2.7 Junior Suite Double/Single</p>	<p>a. The room size : 34.0 m2 b. Benefit : Single bed, WIFI, AC, TV, Table, Cupboard, Toiletries and Safe deposit box c. Room Rate Range : 628.000,- /night d. Capacity : 2 person</p>
7.	 <p>Figure 2.8 Megara Suite</p>	<p>a. The room size : 70.0 m2 b. Benefit : Single bed, WIFI, AC, TV, Table, Cupboard, Toiletries and Safe deposit box c. Room Rate Range : 1.800.000,- /night d. Capacity : 3 person</p>

Table 2.2
Food and Beverage outlets

No.	Food and Beverage outlets	Description
1.	 <p style="text-align: center;">Figure 2.9 Restaurant</p>	a. Location: First floor b. Seating capacities: 100 person c. Opening hours: close because covid-19 d. Offers Indonesia food
2.	 <p style="text-align: center;">Figure 2.10 Coffee Bar</p>	a. Location: Second Floor b. Seating capacities: 40 person c. Opening hours : lose because covid-19 d. Serves freshly snack and drink
3.	 <p style="text-align: center;">Figure 2.11 Lobby</p>	a. Location : First Floor b. Seating capacities : 40 person c. Opening hours : 24 hours d. Serves newspaper
4.	 <p style="text-align: center;">Figure 2.12 Swimming</p>	a. Location : Second Floor b. Capacities : 10 person c. Opening hours : <ul style="list-style-type: none"> ○ Open 07.00 until 18.00 (Monday – Sunday) d. Serves chair and toilet

5.	 <p>Figure 2.13 GYM</p>	<p>a. Location : Second Floor b. Seating capacities : 5-10 person c. Opening hours : ○ Open 07.00 until 23.00 (Monday – Sunday) d. Serves refill water</p>
7.	 <p>Figure 2.14 Meeting Room</p>	<p>a. Location : Second Floor b. Seating capacities : 12 - 100 person c. Serves table, chairs and projector</p>
8.	 <p>Figure 2.15 Parking area</p>	<p>a. Location : First Floor b. Opening hours : 24 hours</p>
9.	 <p>Figure 2.16 Front Office</p>	<p>a. Location : First Floor b. Opening hours : 24 hours</p>

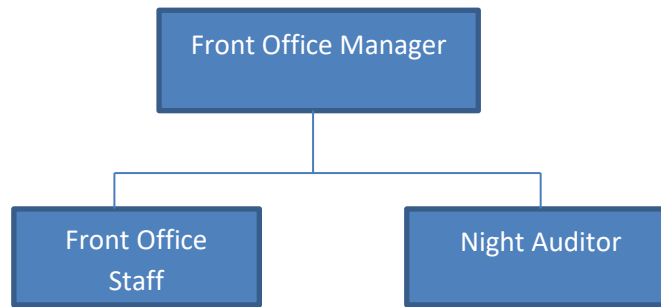
B. Organizational Structure



Figures 2.17
Organizational Charts of Hotel Management

Megara Hotel has organizational charts. In General Manager led by Mr. Yenie Rahman. Mr. Yenie Rahman arranges all needs hotel and always coordinate with the owner. Under general manager this hotel has housekeeping, front office, accounting, engineering and security. In housekeeping led by Rio. Rio arranges all needs in a clean room and public area. In front of Office led by Mr. Yenie Rahman. In accounting led by Rachel. Rachel arrange all concerned with money. In engineering led by Tobing. Tobing arranges all about damage in the building and guest rooms. The security was led by Yohanes. Yohanes arrange safety and well-being in the hotel.

Under housekeeping, front office, accounting, engineering and security this hotel has a public area room, front office staff and security staff. In public area and room is Derry. In Front Office Staff are David, Nedy and Vivi. In Night Auditor Staff is David and Nedy. In Security staff is Dion, Kiles and Candra.



Figures 2.18
Organizational Charts of Front Office

Megara Hotel has an organizational chart of the front office. Front Office Manager led by Ms. Yenie Rahman. As front office manager has a duty like make a schedule for Front Office Staff, give training, supervise and evaluate performance employees. In Front Office Staff have David, Nedy and Vivi. Work to do is check-in, check out, return the deposit room to the guest, Call guest to confirm check out or extend, handle the guest complaint, print voucher online travel agent after that input reservation to the system, gives information to the guest about hotel and facilities, Give information to the guest about recommendation entertainment area, restaurant, give shop, Handle guest luggage, handle deposit, handle payment room, do up selling and ensure the room is vacant ready to housekeeping. In night Auditor is Nedy and David. Check all transaction on that day.